PROCEDURES

Unique ID Number

(For SHIP Counselor use only)

An Unique ID Number will allow you to identify yourself as a SHIP Counselor; as well as, access the articles on the National SHIP website. In order to receive a Unique ID Number you must first log onto the SHIP Talk website at:

www.shiptalk.org

Click on "Register Now" button in the side bar.



Complete the registration form and hit "Submit". Fields with a red * are required information that is necessary to complete the form. These required fields include:

- First and last name
- Agency
- State
- Phone number
- Email
- · Choose an Username and password

You will receive a letter from the SHIP Director with your Unique ID Number.



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Entering the Client Contact Form On-Line

(For SHIP Counselor use only)

Once you have been authorized to enter your SHIP Client Contact Form on-Line, you will be able to enter your contacts by logging onto the SHIP Talk website at:

www.shiptalk.org

You will need your Username and Password you setup when you requested your Unique ID Number.

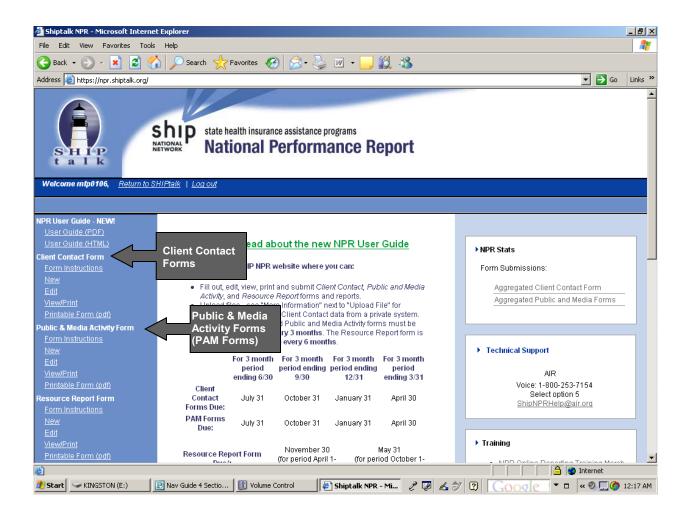


You will need to select NPR button on the left-hand side of the screen. This will take you to the National Performance Report.



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From this screen you can enter your Client Contact Forms or your Public & Media Activity Forms. In addition to inputting new contacts you may also edit previously entered forms.



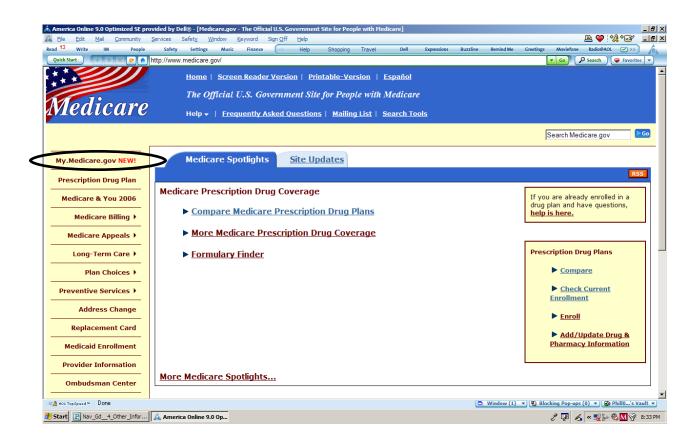
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My.Medicare.gov

My.Medicare.gov is a secure, online service for accessing your own Medicare information. In order to access your information, you must first register online at:

www.medicare.gov

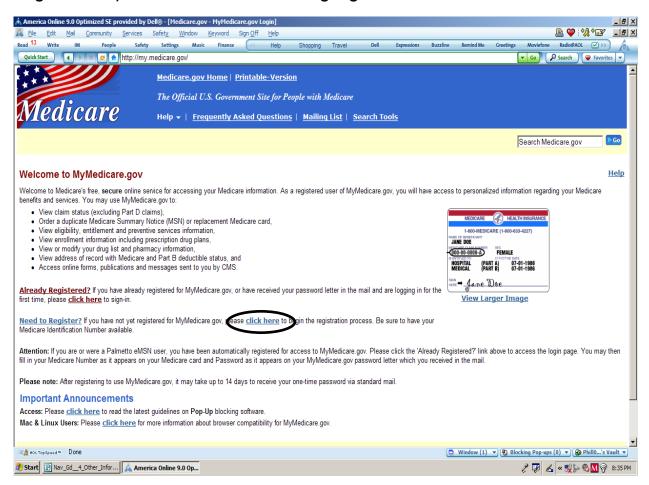
Click on the "My.Medicare.gov NEW" button on the side bar. This will take you to the web page pictured on the next page.



This page allows you to register for My.Medicare.gov, and advises you about the information you will be able to access once your are registered and receive your password. This information includes the following:

- View claims status (excluding Part D claims),
- Order a duplicate Medicare Summary Notice (MSN) or replacement Medicare card,
- View eligibility, entitlement and preventive services information,
- · View enrollment information including prescription drug plans,
- · View and modify your drug list and pharmacy information,
- View address of record with Medicare and Part B deductible status, and
- Access online forms, publications and messages sent to you by CMS (Centers for Medicare and Medicaid Services).

Go half way down the page to the line that reads, "<u>Need to Register</u>? If you have not register for My.Medicare.gov, please <u>click here</u> to begin the registration process". Click on the highlighted "click here".

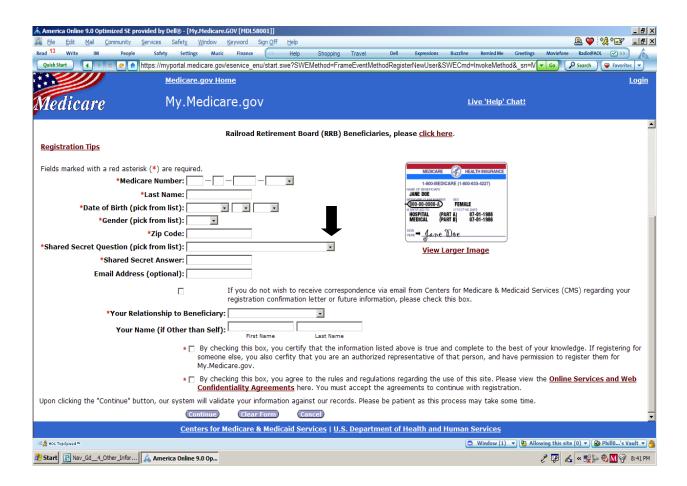


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Complete the registration form pictured below. All fields marked with a red * must be completed. The required information includes the following:

- Your Medicare Number
- Your last name
- Your date of birth
- Your Gender
- Your zip code
- Choose a "Shared Secret Question" from the drop menu
- The answer to the chosen question
- Your relationship to the beneficiary

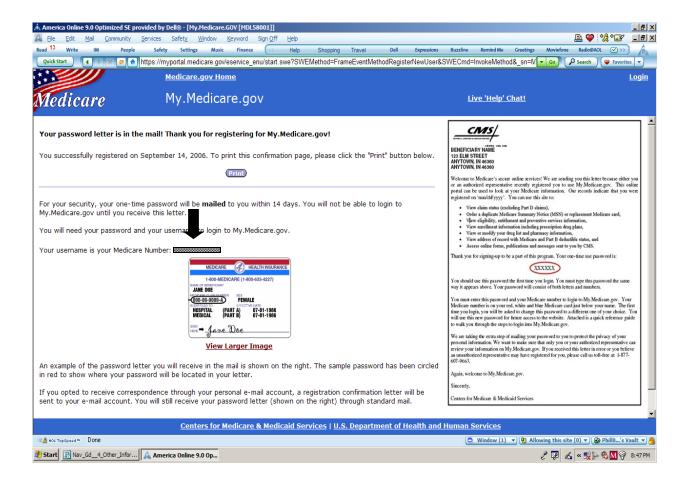
Once all fields are completed, use your mouse to click on the "Continue" button.



After clicking the "Continue" button, the information you provided will be compared to the information in CMS's records.

Once the comparison has been made you will received a confirmation page, like the one to the left. This confirmation page will include your **username, which is your Medicare claim number**. To the right of the page you will find a copy of the welcome letter you will receive with your password.

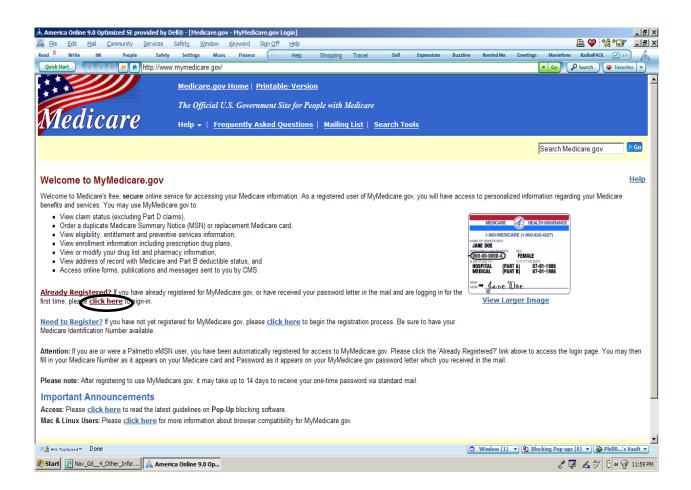
For security purposes, you will receive your password via mail in approximately 14 days. This password is a one time only password. You will not be able to access your Medicare information online until your receive your password. The first time you log on you will be asked to change your password to a password of your choice.



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The first time you logon, with the password you receive through the mail from CMS, you will need to go to the line that reads, "Already Registered? If you have already registered for MyMedicare.gov or have received your password in the mail and are logging on for the first time click here to sign-in".

Using your mouse click on the highlighted "click here".

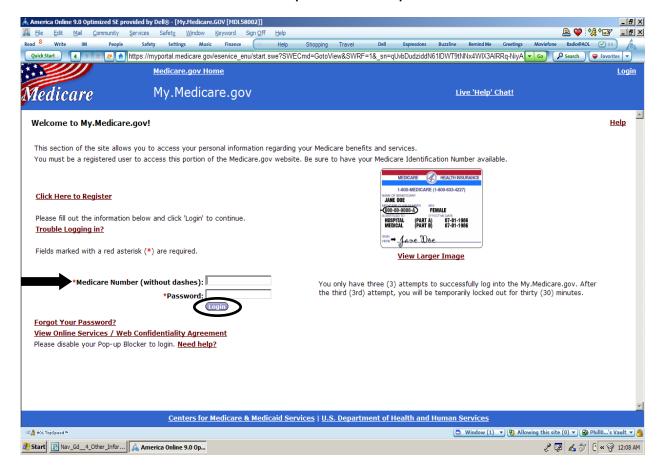


To login you need to type in your **Medicare number without dashes** as it appears on your red, white and blue Medicare card. Be sure to **type in your one-time password exactly** as it appears on your welcome letter.

After you enter your Medicare Number and one-time password make sure you click on the "**login**" **button only once**. You should see a pop-up window informing you that your request is being processed. You will have three chances to login successfully, after the third attempt you will be temporally locked out for 30 minutes.

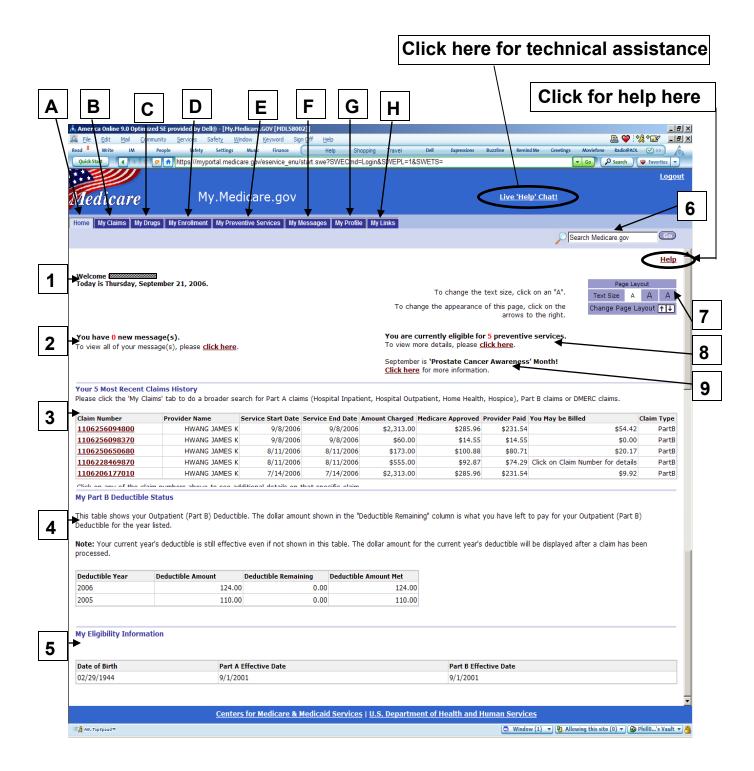
Once you have successfully logged in you will be asked to change your password. Your password must follow CMS guidelines:

- Be at least 6 characters in length, but no longer than 8 characters,
- Be a mixture of letters and numbers, but must begin and end with a letter, and
- Be different from the previous six passwords.



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My.Medicare.gov Dashboard Reference Guide



The Home screen displays:

- 1. A personalized greeting with your name, day, and date.
- 2. A message notification alerting you to the number of messages in your Inbox sent to you by CMS. A link is also provided which will take you to the "my Messages" tab where you can view your Inbox.
- 3. Your 5 most recent claims.
- 4. Your Part B deductible status.
- 5. Your Medicare eligibility.
- 6. A search box in order for you to search for Medicare related information on Medicare.gov.
- 7. A Page Layout table where you can change the font size of the text on My.Medicare.gov or the order of the information shown on the Home Page.
- 8. A Preventive Services notification alerting you to the number of preventive services which you are currently eligible to receive. A link is also provided which will take you to the "My Preventive Services" tab.
- 9. Monthly health observance announcements with link to Medicare.gov where you can obtain more information regarding the health observance. **NOTE**: Some months may not have an associated announcement.

The Tabs on the Home screen:

- A. The "Home" view displays the information listed on the left (Items 1 through 9).
- B. Select the "My Claims" tab to do a broader search for Part A, Part B and DMERC (Durable Medical Equipment Regional Carriers) claims which have been received, processed and finalized by Medicare.
- C. Select the "My Drugs" tab to view or modify your drug list and pharmacy information.
- D. Select the "My Enrollment" tab to display your Medicare enrollment information.
- E. Select the "My Preventive Services" tab to obtain information about your Medicare covered preventive services.
- F. Select the "My Messages" tab to view messages sent to your by CMS.
- G. Select the "My Profile" tab to view the address SSA has on file for you, update your email address, change your password or request a replacement Medicare card.
- H. Select the "My Links" tab to obtain additional information, such as how to file a claim or an appeal.

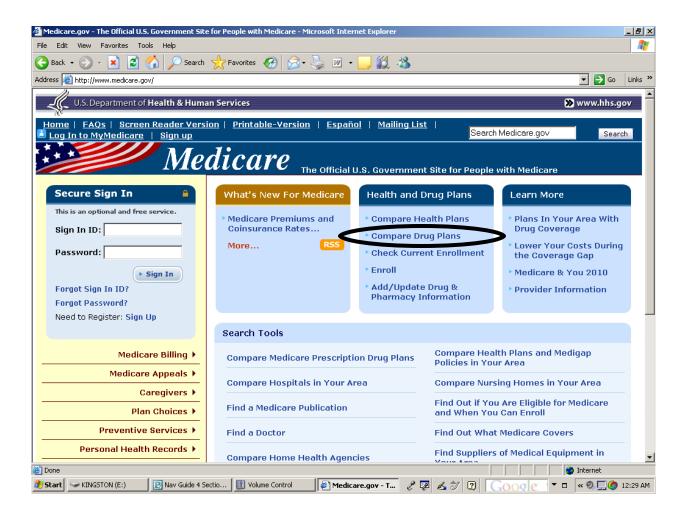
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Finding a Medicare Prescription Drug Plan

The Medicare website is an important tool in choosing a drug plan. The Medicare website is found at:

www.medicare.gov

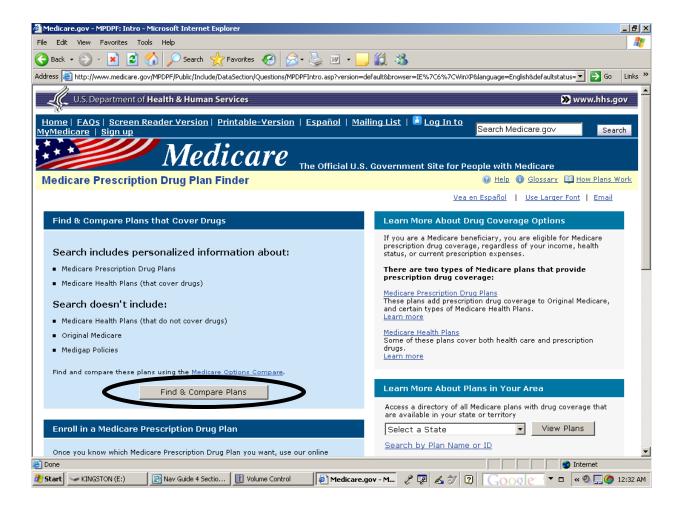
To access the plan finder tool go to the line that reads, "Compare Drug Plans". Using your mouse click on this line.



To compare drug plans go to the line that reads, "Find & Compare Plans". Using your mouse, click on the line. This will take you to the plan search page.

This page will also allow you to do the following:

- View your current plan
- Enroll in a Medicare Prescription Drug Plan
- Learn how the Medicare Prescription Drug Plans work
- View important coverage information for individual who currently receive prescription drug coverage through Military retiree benefits (TRICARE), Veteran benefits (VA) or Federal employee retiree benefits (FEHEP).



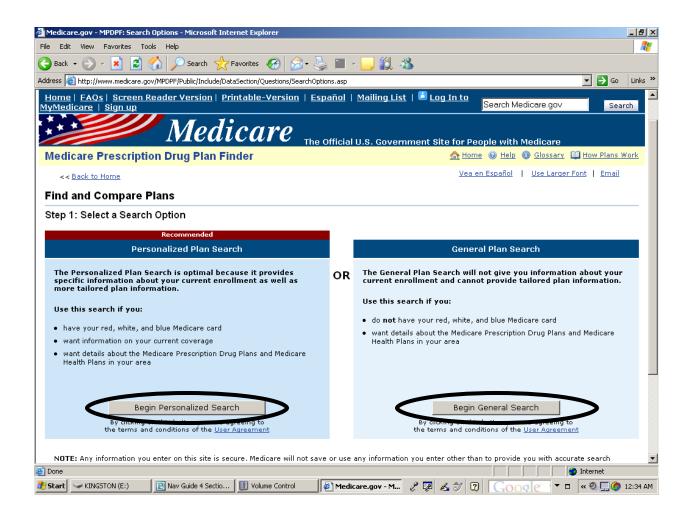
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On this page you can choose to do a personalized or general search.

In a personalized search you will type the following information:

- Your Medicare claim number
- Your last name
- · Your date of birth
- The effective date for your Medicare coverage
- Your zip code.

A general search will take you to the next page.

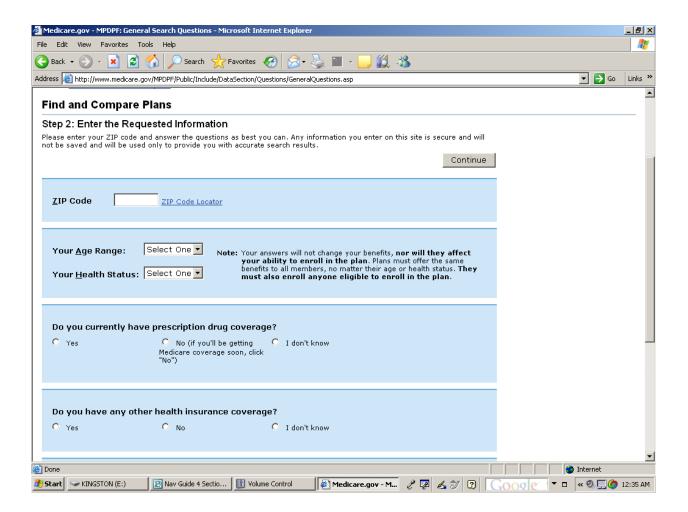


On this page you will need to input the following information:

- Your zip code
- Your age range & health status
- Your current prescription drug coverage
- Your current health coverage

If you have received information about your eligibility for Extra Help (LIS - Low-Income Subsidy through Social Security).

Click the "Continue" button, to go to the next page where you will input your county of residence, and click "Continue" button.

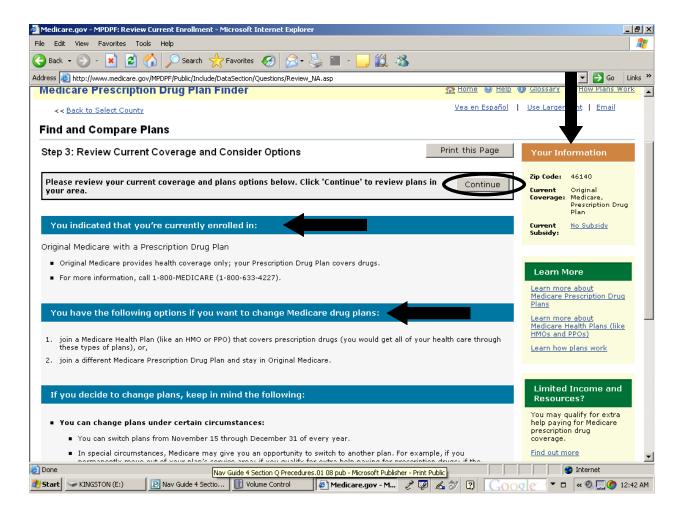


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You will need to choose your county of residence.



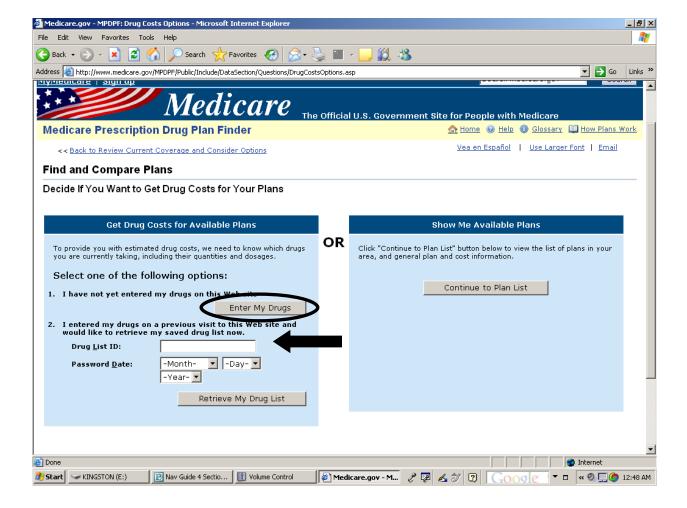
This screen will review the information you entered and give you general information about your options for plans. Once you have reviewed this information, use you mouse to click "Continue".



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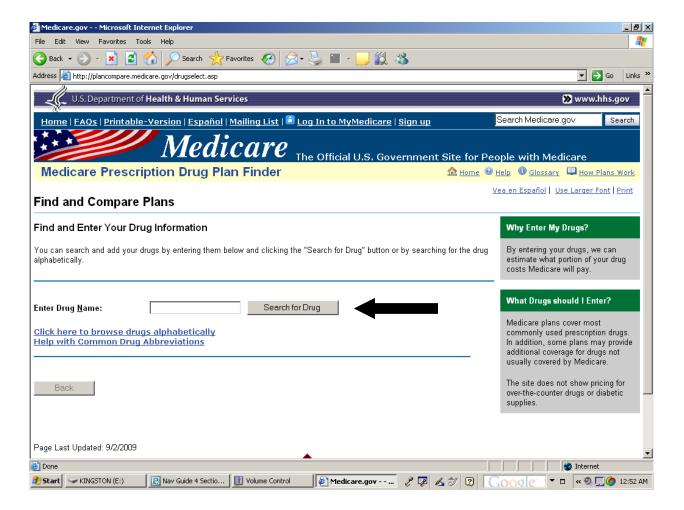
First time users will need to go to the "Enter My Drugs" button and click.

Note for returning users: If you saved your drug list, you can input the confirmation number and password.



In order to determine the best drug plan for you, you will need to see if your current medications are included in the drug plan's formulary (list of approved drugs).

To find your medication by name, you need to input the name of your medication. You may type the full name, or just the first few letters of the name. You will then need to click the "Search for Drug".

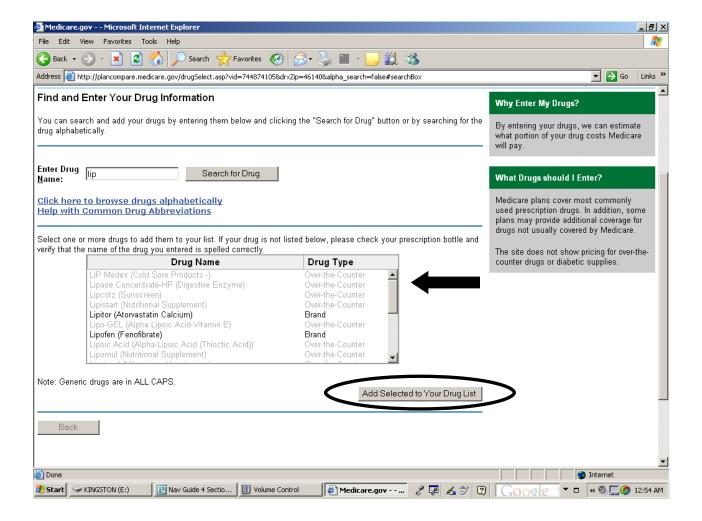


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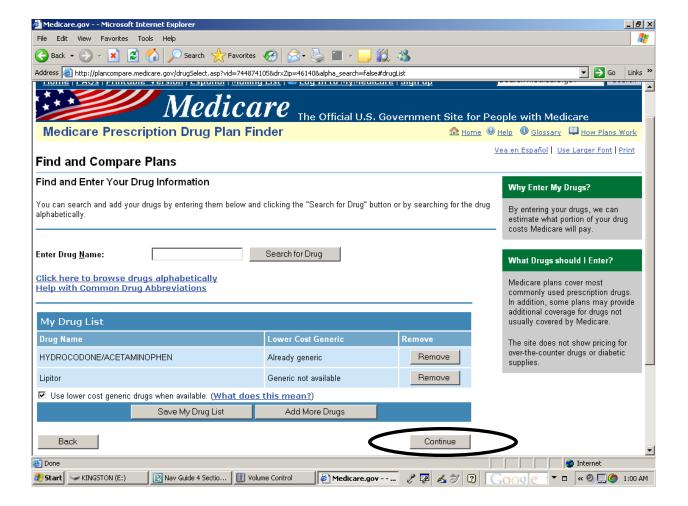
You will repeat the process for entering medications until all of your drugs are listed.

Drug names in all capital letters are generic drugs.

Drug name in grey are prohibited from being included on a Part D Formulary.



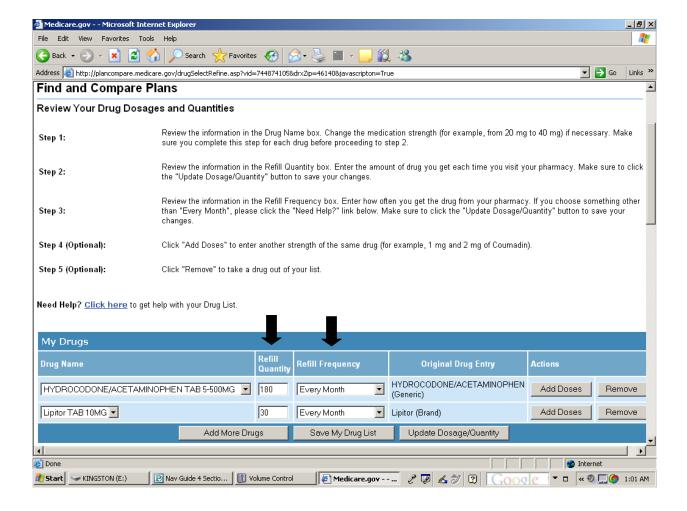
Once all your drugs are listed you will need to select the "Continue" button.



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This page allows you to enter the dosage and quantity amounts. This page defaults to the most common prescribed amounts. You can change the dosage amounts by clicking the little arrows following the drug name.

You are also able input additional drugs at this stage. Once all information has been updated you can continue by clicking "Continue".



At this point you may save the information you have input by selecting a password date. **This date can be any date**, not just the current date. You will then be send to another page with a random code. This will allow you to return and complete the drug finder or review the information. This step is optional and not required to continue.

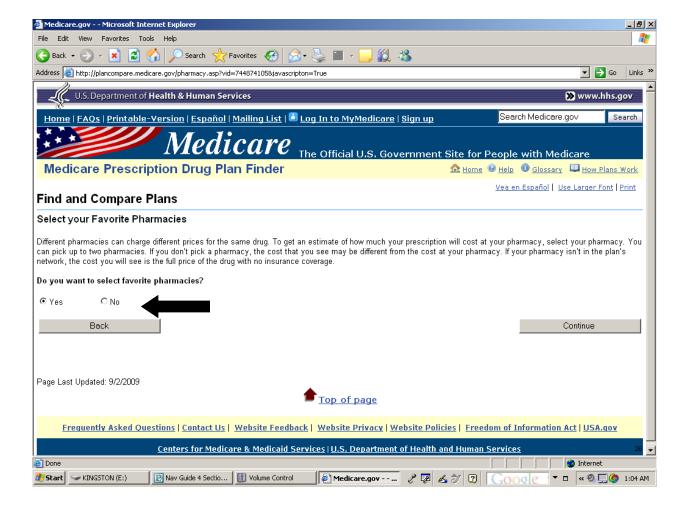


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This page allows you to select a specific pharmacy, or to continue to the plan compare.

To select a pharmacy click on "Continue".

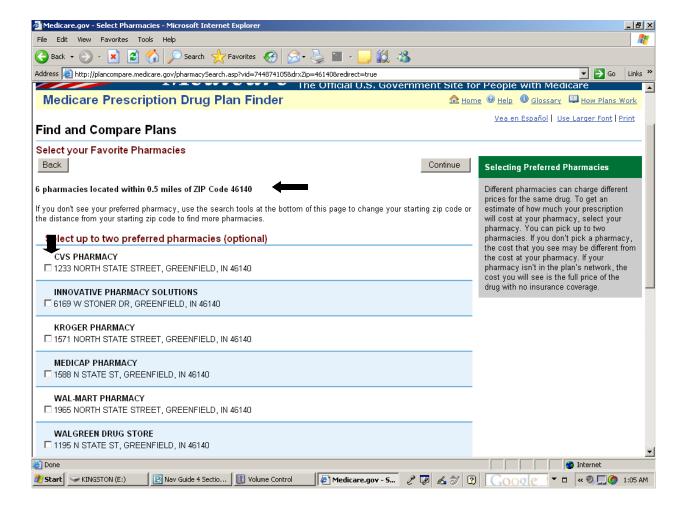
This is an optional step.



To select a pharmacy you will need to click on the small white box next to the address. You may select up to two pharmacies. The pharmacies within 0.5 miles of your zip code will be listed.

To increase the search are for pharmacies, you can scroll down toward the bottom of the page for options to increase the search radius.

Note: By selecting specific pharmacies you may not find the least expensive plan. You will be limiting yourself to the prices negotiated between the drug plans and the pharmacies your have selected.

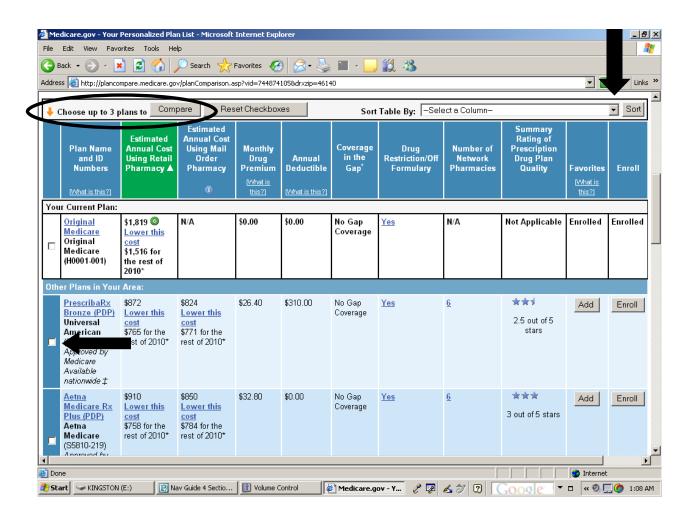


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This page offers several options. You can compare plan details by clicking the small white boxes to the left of the plan name and clicking "Compare up to 3 Plans". You can enroll in an plan by clicking of the "Enroll" button. You can sort plans by any of the following categories:

- Plan Name
- Estimated Annual Cost
- Annual Deductible
- Monthly Drug Premium
- Monthly Cost Share (amount you'll pay for the co-pay or co-insurance).

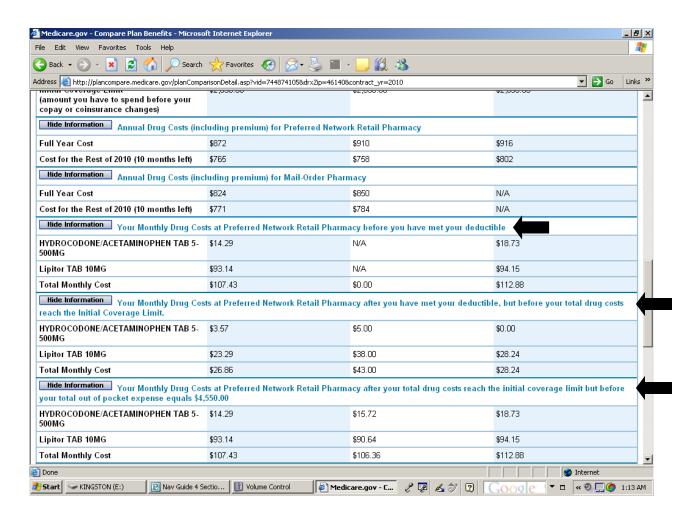
You can sort by any of these categories by clicking on the column title.



This page gives you a side by side comparison of up to three plans. As you scroll down the page, you will be able to compare the plans in each of the phases of drug plan coverage:

- Phase 1 the deductible if applicable;
- Phase 2 partial coverage cost before hitting the benefit gap;
- Phase 3 benefit gap; and
- Phase 4 catastrophic coverage.

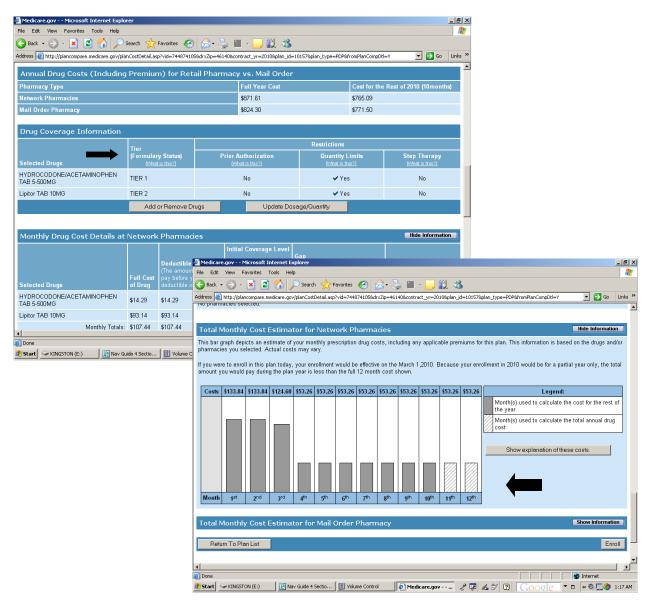
"View Important Notes" and "View Drug Details" will give you important information that should be considered in choosing a plan. See next page.



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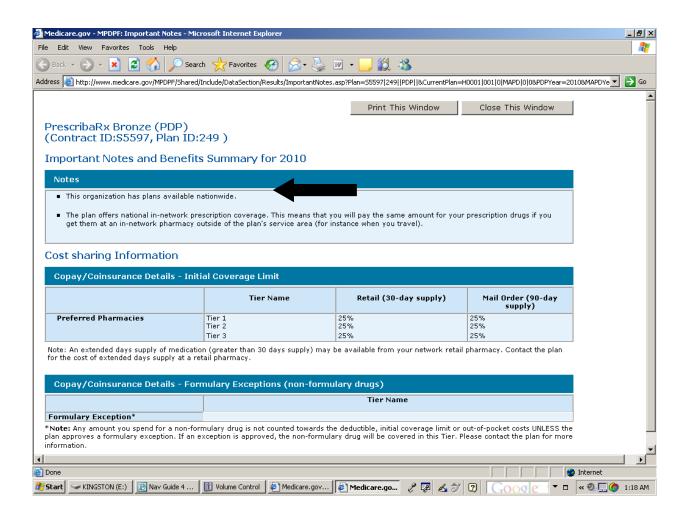
"View Drug Details" will provide the following details on each medication:

- Price tier where the drug falls price-wise on the formulary.
- Drug cost the current price the drug is available with the drug plan.
- Prior authorization if yes, while the drug is on the plan's formulary, the plan must give prior approval before the drug will be covered under to plan.
- Quantity limits if yes, the places certain limits on the amount of the drug will cover for a 30 day supply. This is usually for safety reasons.
- Step therapy the requirement of the use of lower cost drugs, before the plan will cover a more expensive drug.



"View Important Notes" will give you details such as:

- Is the plan a regional, or national plan?
- If this is a regional plan, does it offer national coverage?
- Does the plan have network pharmacies?
- Is there an additional cost for going to out of network pharmacies?



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